

ORDER SUMMARY – Case Number: C-13-1149

Name(s): Carmen Alvarez d/b/a First Review Processing

Order Number: C-13-1149-14-CO01

Effective Date: May 19, 2014

License Number: U/L
Or NMLS Identifier [U/L]

License Effect: NA

Not Apply Until: May 19, 2019

Not Eligible Until: May 19, 2019

Prohibition/Ban Until: April 19, 2019

Investigation Costs	\$200	Due	Paid <input checked="" type="checkbox"/> Y <input type="checkbox"/> N	Date 5-7-14
Fine	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
Assessment(s)	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
Restitution	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
Judgment	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
Satisfaction of Judgment Filed?		<input type="checkbox"/> Y <input type="checkbox"/> N		
No. of Victims:				

Comments:

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**STATE OF WASHINGTON
DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF CONSUMER SERVICES**

IN THE MATTER OF DETERMINING:
Whether there has been a violation of the
Mortgage Broker Practices Act of Washington by:

KELLEY MATTER d/b/a NATIONWIDE
INDUSTRIES and d/b/a NATIONWIDE
MORTGAGE,
JOHN MEDINA, Unlicensed Loan Originator,
JOEL RICHARDSON, Unlicensed Loan
Originator, and
CARMEN ALVAREZ, d/b/a FIRST REVIEW
PROCESSING,

Respondents.

No. C-13-1149-14-CO01

CONSENT ORDER AS TO CARMEN
ALVAREZ d/b/a FIRST REVIEW
PROCESSING

COMES NOW the Director of the Department of Financial Institutions (Director), through his
designee Deborah Bortner, Division Director, Division of Consumer Services, and Carmen Alvarez
d/b/a First Review Processing (Respondent Alvarez), and finding that the issues raised in the above-
captioned matter may be economically and efficiently settled, agree to the entry of this Consent
Order. This Consent Order is entered pursuant to chapter 19.146 of the Revised Code of Washington
(RCW), and RCW 34.05.060 of the Administrative Procedure Act, based on the following:

AGREEMENT AND ORDER

The Department of Financial Institutions, Division of Consumer Services (Department) and
Respondent Alvarez have agreed upon a basis for resolution of the matters alleged in Statement of
Charges No. C-13-1149-13-SC01 (Statement of Charges), entered June 28, 2013, (copy attached
hereto) solely as to Respondent Alvarez. Pursuant to chapter 19.146 RCW, the Mortgage Broker
Practices Act (Act) and RCW 34.05.060 of the Administrative Procedure Act, Respondent Alvarez
hereby agrees to the Department's entry of this Consent Order and further agrees that the issues

1 raised in the above-captioned matter may be economically and efficiently settled by entry of this
2 Consent Order. The parties intend this Consent Order to fully resolve the Statement of Charges
3 solely as to Respondent Alvarez, and Respondent Alvarez agrees not to contest the Statement of
4 Charges in consideration of the terms of this Consent Order.

5 Based upon the foregoing:

6 **A. Jurisdiction.** It is AGREED that the Department has jurisdiction over the subject matter
7 of the activities discussed herein.

8 **B. Waiver of Hearing.** It is AGREED that Respondent Alvarez has been informed of the
9 right to a hearing before an administrative law judge, and hereby waives her right to a hearing and
10 any and all administrative and judicial review of the issues raised in this matter, or of the resolution
11 reached herein. Accordingly, Respondent Alvarez, by her signature below, withdraws her appeal to
12 the Office of Administrative Hearings.

13 **C. Cease and Desist.** It is AGREED that Respondent Alvarez will cease and desist from
14 engaging in the conduct of mortgage broker, a consumer loan company or mortgage loan originator
15 requiring licensure by the Department.

16 **D. Prohibition from Industry.** It is AGREED that, for a period of five years from the date
17 of entry of this Consent Order, Respondent Alvarez is prohibited from participating, in any capacity,
18 in the conduct of the affairs of any mortgage broker, consumer loan company or mortgage loan
19 originator, licensed by the Department or subject to licensure or regulation by the Department.

20 **E. Investigative Fee.** It is AGREED that Respondent Alvarez shall pay an investigative fee
21 to the Department in the amount of \$200, in the form of a cashier's check made payable to the
22 "Washington State Treasurer," upon entry of this Consent Order.

1 **F. Rights of Non-Parties.** It is AGREED that the Department does not represent or have the
2 consent of any person or entity not a party to this Consent Order to take any action concerning their
3 personal legal rights. It is further AGREED that for any person or entity not a party to this Consent
4 Order, this Consent Order does not limit or create any private rights or remedies against Respondent
5 Alvarez, limit or create liability of Respondent Alvarez, or limit or create defenses of Respondent
6 Alvarez to any claims.

7 **G. Complete Cooperation with the Department and the Office of the Attorney General.** It
8 is AGREED that Respondent Alvarez, if requested, shall provide the Department and the Office of the
9 Attorney General any and all information known to her relating to other individuals involved including
10 Respondents Kelley Matter d/b/a Nationwide Industries, John Medina, Joel Richardson and Moncerrat
11 Beltran d/b/a First Loan Funding. It is further AGREED that Respondent Alvarez shall testify fully,
12 truthfully, and completely at any proceeding related to the Department's investigation and enforcement
13 action related to this matter. It is further AGREED that Respondent Alvarez provided the Department
14 with a Declaration signed under penalty of perjury outlining her involvement and knowledge related
15 to the offering of loan modification services in Washington State.

16 **H. Non-Compliance with Order.** It is AGREED that Respondent Alvarez understands that
17 failure to abide by the terms and conditions of this Consent Order may result in further legal action
18 by the Director. In the event of such legal action, Respondent Alvarez may be responsible to
19 reimburse the Director for the cost incurred in pursuing such action, including but not limited to,
20 attorney fees.

21 **I. Voluntarily Entered.** It is AGREED that Respondent Alvarez has voluntarily entered
22 into this Consent Order, which is effective when signed by the Director's designee.
23

1 J. Completely Read, Understood, and Agreed. It is AGREED that Respondent Alvarez
2 has read this Consent Order in its entirety and fully understands and agrees to all of the same.

3 **RESPONDENT:**

4 Carmen Alvarez d/b/a First Review Processing

5 By: 


6 
Carmen Alvarez

April 30, 2014
Date

7
8 DO NOT WRITE BELOW THIS LINE

9
10 THIS ORDER ENTERED THIS 19th DAY OF May, 2014.




DEBORAH BORTNER
Director
Division of Consumer Services
Department of Financial Institutions

15 Presented by:

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17 GREGORY H. SANDOZ
18 Financial Legal Examiner

19 Approved by:

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21 CHARLES E. CLARK
22 Enforcement Chief

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**STATE OF WASHINGTON
DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF CONSUMER SERVICES**

IN THE MATTER OF DETERMINING
Whether there has been a violation of the
Mortgage Broker Practices Act of Washington by:

KELLEY MATTER d/b/a NATIONWIDE
INDUSTRIES and d/b/a NATIONWIDE
MORTGAGE;
JOHN MEDINA, Unlicensed Loan Originator;
JOEL RICHARDSON, Unlicensed Loan
Originator; and
CARMEN ALVAREZ d/b/a FIRST REVIEW
PROCESSING;

Respondents.

No. C-13-1149-13-SC01

STATEMENT OF CHARGES and
NOTICE OF INTENTION TO ENTER AN
ORDER TO CEASE AND DESIST,
PROHIBIT FROM INDUSTRY, ORDER
RESTITUTION, IMPOSE FINE, AND
COLLECT INVESTIGATION FEE

INTRODUCTION

Pursuant to RCW 19.146.220 and RCW 19.146.223, the Director of the Department of
Financial Institutions of the State of Washington (Director) is responsible for the administration of
chapter 19.146 RCW, the Mortgage Broker Practices (Act). After having conducted an investigation
pursuant to RCW 19.146.235, and based upon the facts available as of the date of this Statement of
Charges, the Director, through his designee, Division of Consumer Services Director Deborah
Bortner, institutes this proceeding and finds as follows:

I. FACTUAL ALLEGATIONS

1.1 Respondents.

A. **Kelley Matter d/b/a Nationwide Industries and d/b/a Nationwide Mortgage
(Respondent Matter).** During the relevant time period, Respondent Matter was not licensed by the
Department to conduct business as a mortgage broker or as a loan originator.

1 **B. John Medina (Respondent Medina)** acted as a loan originator for Nationwide
2 Industries. During the relevant time period, Respondent Medina was not licensed by the Department
3 to conduct the business as a mortgage broker or loan originator.

4 **C. Joel Richardson (Respondent Richardson)** acted as a loan originator for Nationwide
5 Industries. During the relevant time period, Respondent Richardson was not licensed by the
6 Department to conduct the business as a mortgage broker or loan originator.

7 **D. Carmen Alvarez d/b/a First Review Processing (Respondent Alvarez).** During the
8 relevant time period, Respondent Alvarez was not licensed by the Department to conduct business as
9 a mortgage broker or loan originator.

10 **1.2 Unlicensed Activity.** Between at least March 2012 and November 2012, Respondents were
11 offering residential mortgage broker and/or loan originator services to Washington consumers on
12 properties located in Washington State. Respondents entered into a contractual relationship with at
13 least four Washington consumers to provide those services and collected advance fees for the
14 provision of those services. A list of Washington consumers with whom Respondents conducted
15 business as a mortgage broker or loan originator, and the amount paid by each, is appended hereto
16 and incorporated herein by reference. The fees paid by two of the Washington consumers (D.S.
17 \$3,613.00 and A.D. \$3,704.00) were deposited/transferred into a Bank of America account traced and
18 established to belong to Respondent Kelley Matter d/b/a Nationwide Industries. The fee from a third
19 Washington consumer (N.T. \$3,500.00) was deposited into a Chase Bank account which was traced
20 and established to belong to Respondent Alvarez d/b/a First Review Processing. The fees from a
21 fourth Washington consumer (S.H.) were paid to Nationwide Industries in the form of a check for
22 \$2,500.00 and a direct deposit into a Chase Bank account for \$650.00.

1 **1.3 Misrepresentation.** Respondents represented they were licensed to provide the residential
2 mortgage broker or loan originator activities, or omitted disclosing they were not licensed to provide
3 those services.

4 **1.4 On-Going Investigation.** The Department's investigation into the alleged violations of the
5 Act by Respondents continues to date.

6 **II. GROUNDS FOR ENTRY OF ORDER**

7 **2.1 Definition of Mortgage Broker.** Pursuant to RCW 19.146.010(14) and WAC 208-660-006,
8 "Mortgage broker" means any person who, for compensation or gain, or in the expectation of
9 compensation or gain (a) assists a person in obtaining or applying to obtain a residential mortgage
10 loan or (b) holds himself or herself out as being able to assist a person in obtaining or applying to
11 obtain a residential mortgage loan. "Mortgage broker" also includes any person who for direct or
12 indirect compensation or gain or in the expectation of direct or indirect compensation or gain
13 performs residential mortgage loan modification services or holds himself or herself out as being able
14 to perform residential mortgage loan modification services.

15 **2.2 Definition of Loan Originator.** Pursuant to RCW 19.146.010(11) and WAC 208-660-006,
16 "Loan originator" means a natural person who for direct or indirect compensation or gain, or in the
17 expectation of direct or indirect compensation or gain: takes a residential mortgage loan application
18 for a mortgage broker; offers or negotiates terms of a mortgage loan; performs residential mortgage
19 loan modification services; or holds themselves out to the public as able to perform any of these
20 activities.

21 **2.3 Definition of Borrower.** Pursuant to RCW 19.146.010(3) and WAC 208-660-006,
22 "Borrower" means any person who consults with or retains a mortgage broker or loan originator in an
23 effort to obtain or seek advice or information on obtaining or applying to obtain a residential

1 mortgage loan for himself, herself, or persons including himself or herself, regardless of whether the
2 person actually obtains such a loan.

3 **2.4 Prohibited Acts.** Based on the Factual Allegations set forth in Section I above, Respondents
4 are in apparent violation of RCW 19.146.0201(1), (2) and (3) for directly or indirectly employing a
5 scheme, device or artifice to defraud or mislead borrowers or lenders or any person; engaging in an
6 unfair or deceptive practice toward any person; and obtaining property by fraud or misrepresentation.

7 **2.5 Requirement to Obtain and Maintain Mortgage Broker License.** Based on the Factual
8 Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.200(1)
9 and WAC 208-660-155 for engaging in the business of a mortgage broker without first obtaining and
10 maintaining a license under the Act.

11 **2.6 Requirement to Obtain and Maintain Loan Originator License.** Based on the Factual
12 Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.200(1)
13 and WAC 208-660-155 for engaging in the business of a loan originator without first obtaining and
14 maintaining a license under the Act.

15 **2.7 Requirement to Maintain Accurate and Current Books and Records.** Pursuant to RCW
16 19.146.060 and WAC 208-660-450, Respondents are required to keep all books and records in a
17 location that is on file with and readily available to the Department until at least twenty-five months
18 have elapsed following the effective period to which the books and records relate.

19 **III. AUTHORITY TO IMPOSE SANCTIONS**

20 **3.1 Authority to Issue an Order to Cease and Desist.** Pursuant to RCW 19.146.220(4), the
21 Director may issue orders directing a licensee, its employee, loan originator, independent contractor,
22 agent, or other person subject to the Act to cease and desist from conducting business.

1 **3.2 Authority to Prohibit from Industry.** Pursuant to RCW 19.146.220(5), the Director may
2 issue orders prohibiting from participation in the conduct of the affairs of a licensed mortgage broker,
3 any person subject to licensing under the Act for: any violation of RCW 19.146.0201(1) through (9)
4 or RCW 19.146.200.

5 **3.3 Authority to Order Restitution.** Pursuant to RCW 19.146.220(2), the Director may order
6 restitution against licensees or other persons subject to the Act for any violation of the Act.

7 **3.4 Authority to Impose Fine.** Pursuant to RCW 19.146.220(2), the Director may impose fines
8 against any persons subject to the Act for any violation of the Act.

9 **3.5 Authority to Collect Investigation Fee.** Pursuant to RCW 19.146.228(2), WAC 208-660-
10 520(9) & (11), and WAC 208-660-550(4)(a), the Department will charge forty-eight dollars per hour
11 for an examiner's time devoted to an investigation of a licensee or other person subject to the Act.

12 **IV. NOTICE OF INTENTION TO ENTER ORDER**

13 Respondents' violations of the provisions of chapter 19.146 RCW and chapter 208-660 WAC,
14 as set forth in the above Factual Allegations, Grounds for Entry of Order, and Authority to Impose
15 Sanctions, constitute a basis for the entry of an Order under RCW 19.146.220, RCW 19.146.221, and
16 RCW 19.146.223. Therefore, it is the Director's intention to ORDER that:

- 17 **4.1** Respondents Kelley Matter, John Medina, Joel Richardson and Carmen Alvarez cease
18 and desist engaging in the business of a mortgage broker or loan originator.
- 19 **4.2** Respondents Kelley Matter, John Medina, Joel Richardson and Carmen Alvarez be
20 prohibited from participation in the conduct of the affairs of any mortgage broker
21 subject to licensure by the Director, in any manner, for a period of five years.
- 22 **4.3** Respondents Kelley Matter, John Medina, Joel Richardson and Carmen Alvarez
23 jointly and severally pay restitution to the consumers identified by the Department in
24 paragraph 1.2 in the amount set forth therein.

1 **4.4** Respondents Kelley Matter, John Medina, Joel Richardson and Carmen Alvarez
2 jointly and severally pay a fine. As of the date of this Statement of Charges, the fine
 totals \$12,000.00.

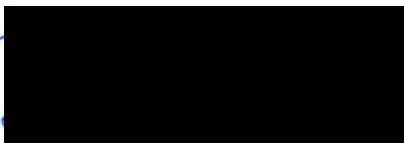
3 **4.5** Respondents Kelley Matter, John Medina, Joel Richardson and Carmen Alvarez
4 jointly and severally pay an investigation fee. As of the date of this Statement of
 Charges, the investigation fee totals \$2,018.40.

5 **4.6** Respondents Kelley Matter, John Medina, Joel Richardson and Carmen Alvarez
6 maintain records in compliance with the Act and provide the Department with the
7 location of the books, records and other information relating to Respondents'
 mortgage broker business, and the name, address and telephone number of the
 individual responsible for maintenance of such records in compliance with the Act.

8 **V. AUTHORITY AND PROCEDURE**

9 This Statement of Charges is entered pursuant to the provisions of RCW 19.146.220, RCW
10 19.146.221, RCW 19.146.223, and RCW 19.146.230, and is subject to the provisions of chapter
11 34.05 RCW (The Administrative Procedure Act). Respondents may make a written request for a
12 hearing as set forth in the NOTICE OF OPPORTUNITY TO DEFEND AND OPPORTUNITY FOR
13 HEARING accompanying this Statement of Charges.

14
15
16 Dated this 28th day of June, 2013



DEBORAH BORTNER
Director
Division of Consumer Services
Department of Financial Institutions

1
2 Presented by:

3 [REDACTED]

4 GREGORY H. SANDOZ
5 Financial Legal Examiner

6 Approved by:

7 [REDACTED]

8 CHARLES E. CLARK
9 Enforcement Chief

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24 STATEMENT OF CHARGES
C-13-1149-13-SC01
Kelley Matter
John Medina
Joel Richardson
Carmen Alvarez

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DEPARTMENT OF FINANCIAL INSTITUTIONS
Division of Consumer Services
150 Israel Rd SW
PO Box 41200
Olympia, WA 98504-1200
(360) 902-8703

APPENDIX – RESTITUTION

Consumer	Amount	Bank Account	Owner of acct on file with bank
1. N.T.	\$3500.00	Chase Bank	Carmen Alvarez d/b/a First Review Processing
2. S.H.	\$2500.00	Bank of America	
	\$650.00	Chase Bank	
3. D.S.	\$3613.00	Bank of America	Kelly Matter d/b/a Nationwide Industries.
4. A.D.	\$3,704.00	Bank of America	Kelley Matter d/b/a Nationwide Industries and
Total:		\$13,967.00	